

# Claims

[c1]

1. A method for sending service provider specific messages comprising:
  - A. scheduling an appointment in a reminder scheduler;
  - B. getting one or more items of customer data associated with said appointment;
  - C. retrieving one or more items of local service provider data based on said one or more items of customer data;
  - D. creating a message in said reminder scheduler using said one or more items of local service provider data and said one or more items of customer data;
  - E. determining from said one or more items of customer data and said one or more items of system data a local service provider gateway; and

F. sending said message based on said appointment to a said local service provider gateway.

[c2]

2. A method for sending service provider specific messages as recited in claim 1, further comprising the step of sending said message from said local service provider gateway to a messaging device.

[c3]

3. A method for sending service provider specific messages as recited in claim 2, wherein said messaging device is selected from the group consisting of a telephone, a pager, and an e-mail system.

[c4]

4. A method for sending service provider specific messages as recited in claim 1, wherein said message is selected from the group consisting of a text message, an e-mail message, and a pager message.

[c5]

5. A method for sending service provider specific messages as recited in claim 1, wherein at least one of said one or more items of customer data is a telephone number.

[c6]

6. A method for sending service provider specific messages as recited in claim 1 wherein generating said message is based on a rules engine.

[c7]

7. A method for sending service provider specific messages as recited in claim 1 wherein said messages are sent at configurable times.

[c8]

8. A method for sending service provider specific messages as recited in claim 1 wherein creating said message is based on a template.

[c9]

9. A method for sending service provider specific messages as recited in claim 1 wherein sending said message is based on a template.

[c10]

10. A method for sending service provider specific messages as recited in claim 1 wherein said one or more items of subscriber data is in a database.

[c11]

11. A method for sending service provider specific messages as recited in claim 1 wherein said messages are sent over a network.

[c12]

12. A method for sending service provider specific messages as recited in claim 11 wherein said network is the Internet.

[c13]

13. A method for sending service provider specific messages as recited in claim 1 further comprising the step of scheduling an appointment on a Graphical User Interface.

[c14]

14. A method for sending service provider specific messages as recited in claim 1 further comprising the step of importing said customer data from a practice management system.

[c15]

15. A system for sending service provider specific messages comprising:

A. a reminder scheduler;

B. a local service provider gateway;

C. a system gateway;

D. wherein an appointment is made in said reminder scheduler; and

E. wherein said reminder scheduler notifies said system gateway of the need to send a message; and

F. wherein said system gateway takes one or more items of customer data associated with said appointment and one or more items local service provider information to create said message; and

G. wherein said message is sent to said local service provider gateway.

[c16]

16. A system for sending service provider specific messages as recited in claim 15, wherein said service provider gateway sends said message to a messaging device.

[c17]

17. A system for sending service provider specific messages as recited in claim 16, wherein said messaging device is selected from the group consisting of a telephone, a pager, and an e-mail system.

[c18]

18. A system for sending service provider specific messages as recited in claim 15, wherein said message is selected from the group consisting of a text message, an e-mail message, and a pager message.

[c19]

19. A system for sending service provider specific messages as recited in claim 15, wherein at least one of said one or more items of customer data is a telephone number.

[c20]

20. A system for sending service provider specific messages as recited in claim 15 wherein notifying said system gateway of the need to send a message is based on a rules engine.

[c21]

21. A system for sending service provider specific messages as recited in claim 15 wherein said messages are sent at configurable times.

[c22]

22. A system for sending service provider specific messages as recited in claim 15 wherein creating said message is based on a template.

[c23]

23. A system for sending service provider specific messages as recited in claim 15 wherein sending said message is based on a template.

[c24]

24. A system for sending service provider specific messages as recited in claim 15 wherein said subscriber data is in a database.

[c25]

25. A system for sending service provider specific messages as recited in claim 15 wherein said messages are sent over a network.

[c26]

26. A system for sending service provider specific messages as recited in claim 25 wherein said network is the Internet.

[c27]

27. A system for sending service provider specific messages as recited in claim 15  
further comprising a Graphical User Interface for scheduling said appointments.

[c28]

28. A system for sending service provider specific messages as recited in claim 15  
wherein said customer data is imported from a practice management system.